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**Facsimile Information Sheet**

DATE: August 20, 2003 CLIENT/MATTER NO.: IEX 2046000  
Application No. 09/504,330

TO: Mr. Cuong Nguyen

FIRM NAME: USPTO

CITY, STATE:

FACSIMILE NUMBER: 703 305 7687 TELEPHONE NUMBER:

RE: Interview Summary

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TOTAL NUMBER OF PAGES:

AUG 21 2003

FROM: Alan Cooper

MESSAGE: Dear Mr. Nguyen,

Attached is a copy of a Summary of the Interview from yesterday. I should have an agenda for you by early to the middle of next week.

Alan

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Operator

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ATTORNEY DOCKET NO.  
IEX 2046000 (4889:70)

PATENT APPLICATION  
SERIAL NO. 09/504,330

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Paul Leamon

Title: METHOD AND SYSTEM FOR SKILLS-BASED PLANNING AND SCHEDULING IN A WORKFORCE CONTACT CENTER ENVIRONMENT

Serial No.: 09/504,330

Filed: 2/14/2000

Group: 3625

Examiner: Cuong H. Nguyen

**INTERVIEW WITH EXAMINER**

I, Alan Cooper, conducted a brief interview with the Examiner, Mr. Nguyen, yesterday, August 19, 2003. I initially requested an interview for the latter part of this week. The Examiner and I then agreed upon a telephone interview on Friday, August 29, 2003 at 1:00 pm central time. In response, the Examiner said he would allow an extension for the 2-month delay from the original due-date of Monday, August 25<sup>th</sup> to a week from Monday, September 1<sup>st</sup>. September 1<sup>st</sup> is Labor Day, so the extended due date would be Tuesday, September 2<sup>nd</sup>.

Dated: August 20, 2003

By: Mr. A.R. Cooper

Alan Cooper, Reg. No. 51,217  
Attorney for Applicant

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